

State Auditor's Office

Agency Wide Goals and Strategies

Agency Goal #1: SAO will address the root causes of problems in the insurance marketplace through effective regulation with an emphasis on early detection and prevention.

To accomplish this goal we will:

- Aggressively conduct all regulatory functions of our core mission, including information collection, analysis, licensing, and adjudication;
- Refine and improve early warning systems in financial and market regulation;
- Train staff to facilitate intra-agency communication and early identification of regulatory issues;
- Encourage external interaction and feedback

Agency Goal #2: SAO will provide information and assistance to our public, including consumers, legislators, insurers, agents, other states, the federal government and other organizations.

To accomplish this goal we will:

- Ensure that SAO staff directly interacting with the public have the training and equipment to provide information and assistance in a timely and courteous manner;
- Provide public information through a coordinated communication plan;
- Participate and provide leadership in efforts to improve state regulation.

Agency Goal #3: SAO will continue to fulfill its mission by maintaining staff. SAO is dedicated to the ongoing support and development of each staff member.

To accomplish this goal we will:

- Provide a healthy and safe work environment;
- Develop the full potential of staff by promoting training and growth opportunities;
- Promote positive communication, cooperation and mutual respect within and among all work units;
- strive to improve all functions;
- Assess restructuring and reallocation of staff resources as appropriate to better address work needs;

- Maintain and retain the SAO workforce.

Agency Goal #4: SAO will use appropriate technology to provide tools for the regulation of insurance.

To accomplish this goal we will:

- Continually review emerging technologies and conduct cost-benefit analyses for applications in SAO;
- Encourage office-wide participation in technology planning and implementation;
- Continually improve, enhance and update the use of the Internet in carrying out the goals of SAO;
- Improve state regulation and service by implementing use of technology to facilitate the sharing of information with other regulatory authorities;
- Provide opportunities for staff to research and develop new approaches to optimize the use of technology.

Agency Goal #5: SAO will participate, as an agency, in the Continuity of Operations Planning (COOP) process as part of the overall State of Montana disaster and recovery effort.

To accomplish this goal we will:

- Work with COOP lead agencies (Department of Administration and Department of Emergency Services) to build a disaster and recovery plan for the SAO;
- Use the “Living Disaster Recovery Planning System” (LDRPS) software product that is being provided to agencies, to aid in developing their individual agency plans.